

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Eric James et al.

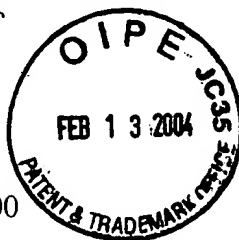
Serial No.: 09/675,597

Filed: September 29, 2000

For: SYSTEM AND METHOD OF
USING A PHONE TO ACCESS
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 99EC036/77527



Group No.: 2645

Confirmation No.: Not Known

Examiner: Not Known

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450:

2/10/04

Date Registration No.: 34,137

Attorney for Applicant(s)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

FEB 18 2004

Technology Center 2600

Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 03-2470.

Respectfully submitted,

WELSH & KATZ, LTD.

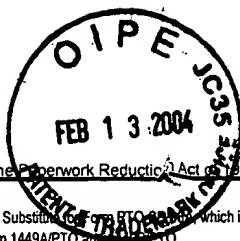
By

Jon P. Christensen
Reg. No. 34,137

February 10, 2004
WELSH & KATZ, LTD.
120 South Riverside Plaza-22nd Floor
Chicago, Illinois 60606
Phone: (312) 655-1500
Fax: (312) 655-1501

#7
VT
2/19/04

Status letter
sent out.



Under the Paperwork Reduction Project Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

10/24/2001 W&K Substitution Form PTO/SB/08A which is a US PTO
Substitute for form 1449A/PTO and 1449B/PTO**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number	09/675,597
Filing Date	September 29, 2000
First Named Inventor	Eric James
Art Unit	2643
Examiner Name	Not Known
Attorney Docket Number	99EC036-77527

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code ² (if known)			
		US-5,822,727	10-13-1998	Garberg et al.	
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			

RECEIVED

FEB 18 2004

Technology Center 2600

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
		EP 0 735 736	01.10.1996	Garberg		
		EP 0 903 921	24.03.1999	Foladare et al.		
		WO 99/45691	10.09.1999	Webley Systems		
		DE 198 44 223	05.25.2000			
		DE 199 01 137	20.07.2000			

OTHER ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kind Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.